

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services Illinois Educators Risk Management Program Association – POS-C+ 2000

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, contact <u>HealthAlliance.org</u> or call 1-800-322-7451. For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underlined</u> terms see the Glossary. You can view the Glossary at <u>https://www.healthcare.gov/sbc-glossary</u> or call 1-800-322-7451 to request a copy.

| Important Questions | Answers | Why This Matters: |
|--|---|--|
| What is the overall <u>deductible</u> ? | <u>Preferred Provider</u> : \$750 single / \$1,500 family <u>Non-Preferred Provider</u> : \$5,000 single / \$10,000 family Per calendar year: January - December | Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> . |
| Are there services covered before you meet your <u>deductible?</u> | Yes. The following services are not subject to <u>deductible</u> : <u>emergency room care</u> , <u>emergency medical transportation</u> and spinal manipulations. | This <u>plan</u> covers some items and services even if you haven't yet met the <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply. For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <u>https://www.healthcare.gov/coverage/preventive-care-benefits/</u> . |
| Are there other <u>deductibles</u> for specific services? | No | You don't have to meet <u>deductibles</u> for specific services. |
| What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ? | <u>Preferred Provider</u> : \$4,750 single / \$9,500 family <u>Non-Preferred Provider</u> : \$10,000 single / \$20,000 family Per calendar year: January - December | The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket</u> <u>limits</u> until the overall family <u>out-of-pocket limit</u> has been met. |
| What is not included in the out-of-pocket limit? | <u>Premiums, balance-billed</u> charges, health care this <u>plan</u> doesn't cover, <u>preauthorization</u> penalties, charges over the maximum allowable charge | Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> . |
| Will you pay less if you use a <u>network provider</u> ? | Yes. See <u>HealthAlliance.org</u> or call 1-800-322-7451 for a list of <u>network providers</u> . | This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's</u> <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services. |
| Do you need a <u>referral</u> to see a <u>specialist</u> ? | Yes. A <u>referral</u> may be required to see a <u>specialist</u> when utilizing <u>participating</u> <u>providers</u> . No <u>referral</u> is needed for <u>non-participating providers</u> . | This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> . |

All **<u>copayment</u>** and <u>**coinsurance**</u> costs shown in this chart are after your <u>**deductible**</u> has been met, if a <u>**deductible**</u> applies.

| Common | | What You | limitantions Eventions 8 Other Important | | |
|--|---|---|--|---|--|
| Medical Event | Services You May Need | Preferred Provider (You will pay the least) | Non-Preferred Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information | |
| lf you visit a health care <u>provider's</u> office or clinic | Primary care visit to treat an injury or illness | \$25 <u>copayment</u> per visit, <u>deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> | None | |
| | <u>Specialist</u> visit | \$50 <u>copayment</u> per visit, <u>deductible</u> does not apply – Spinal manipulations: 50% <u>coinsurance,</u> <u>deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> - Spinal manipulations: 50% <u>coinsurance, deductible</u> does not apply | Spinal manipulations: Limited to \$500 per calendar year. | |
| | <u>Preventive care/screening</u> / immunization | No charge | 50% <u>coinsurance</u> , after <u>deductible</u> | Age, gender, & frequency limits may apply. Please see the <u>preventive care</u> section(s) of your <u>plan</u> document. You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for. | |
| If you have a test | <u>Diagnostic test</u> (x-ray, blood work) | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> on select tests may be required. | |
| | Imaging (CT/PET scans, MRIs) | \$1,000 <u>copayment</u> per procedure then 20% <u>coinsurance, deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> on select tests may be required. | |
| If you need drugs to treat your illness or condition More information about <u>prescription drug</u> <u>coverage</u> is available at <u>HealthAlliance.org</u> . | Tier 1 (Generic drugs) | Retail: \$10 <u>copayment</u> per prescription Mail order: \$27.50 <u>copayment</u> per prescription | 50% <u>coinsurance</u> , after <u>deductible</u> | – Retail: Limited to a maximum 30-day supply – Mail order: Limited to a maximum 90-day supply – <u>Deductible</u> does not apply. – <u>Preauthorization</u> on select drugs may be required. | |
| | Tier 2 (Preferred brand drugs) | Retail: \$40 <u>copayment</u> per prescription Mail order: \$110 <u>copayment</u> per prescription | 50% <u>coinsurance</u> , after <u>deductible</u> | | |
| | Tier 3 (Non-preferred brand drugs) | Retail: \$80 <u>copayment</u> per prescription Mail order: \$220 <u>copayment</u> per prescription | 50% <u>coinsurance</u> , after <u>deductible</u> | | |
| | Tier 4, 5 & 6 (<u>Specialty drugs</u>) | 50% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> is required. | |

All **copayment** and **coinsurance** costs shown in this chart are after your **deductible** has been met, if a **deductible** applies.

| | | What You | | |
|--|---|---|---|--|
| Common Medical Event | Services You May Need | Preferred Provider (You will pay the least) | Non-Preferred Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information |
| If you have outpatient surgery | Facility fee (e.g., ambulatory surgery center) | \$2,000 <u>copayment</u> per procedure then 20% <u>coinsurance, deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> on select surgeries may be required. |
| | Physician/surgeon fees | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> on select surgeries may be required. |
| If you need immediate medical attention | <u>Emergency room care</u> | \$200 <u>copayment</u> per visit, <u>deductible</u> does not apply | \$200 <u>copayment</u> per visit, <u>deductible</u> does not apply | <u>Copayment</u> waived if admitted. |
| | <u>Emergency medical</u> <u>transportation</u> | \$100 <u>copayment, deductible</u> , does not apply | \$100 <u>copayment</u> , <u>deductible</u> does not apply | None |
| | <u>Urgent care</u> | \$50 <u>copayment</u> per visit, <u>deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> | None |
| lf you have a hospital stay | Facility fee (e.g., hospital room) | \$2,000 <u>copayment</u> per admission then 20% <u>coinsurance</u> , <u>deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> is required. |
| | Physician/surgeon fees | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | None |
| If you need mental health, behavioral health, or substance abuse services | Outpatient services | \$25 <u>copayment</u> per visit, after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | None |
| | Inpatient services | \$2,000 <u>copayment</u> per admission then 20% <u>coinsurance, deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> is required. |

A

All **<u>copayment</u>** and <u>**coinsurance**</u> costs shown in this chart are after your <u>**deductible**</u> has been met, if a <u>**deductible**</u> applies.

| | Services You May Need | What You | | | |
|--|--|---|---|--|--|
| Common Medical Event | | Preferred Provider (You will pay the least) | Non-Preferred Provider (You will pay the most) | Limitations, Exceptions, & Other Important Information | |
| If you are pregnant | Office visits | – 20% coinsurance, after deductible | 50% coinsurance, after deductible | <u>Cost sharing</u> does not apply for <u>preferred preventive</u> services. Depending on the type of services, a <u>copayment</u> , <u>coinsurance</u> , or <u>deductible</u> may apply. | |
| | Childbirth/delivery professional services | 20,0 <u>comportance</u> , anor <u>academizio</u> | <u></u> | Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound.) | |
| | Childbirth/delivery facility services | \$2,000 <u>copayment</u> per admission then 20% <u>coinsurance, deductible</u> does not apply | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> is required. | |
| | <u>Home health care</u> | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> is required. | |
| If you need help recovering or have other special health needs | <u>Rehabilitation services</u> | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | Inpatient <u>rehabilitation</u>: <u>Preauthorization</u> is required. Limited to 120 days per calendar year combined with <u>skilled nursing care</u>. Outpatient <u>rehabilitation</u>: Therapy limited to 60 visits | |
| | <u>Habilitation services</u> | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | Comparisonal, speech & physical therapies combined). Cardiac <u>rehabilitation</u>: limited to 36 sessions within six months of event. | |
| | <u>Skilled nursing care</u> | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> is required. Limited to120 days per calendar year combined with inpatient <u>rehabilitation</u> . | |
| | Durable medical equipment | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | <u>Preauthorization</u> on select <u>durable medical equipment</u> may be required. | |
| | <u>Hospice services</u> | 20% <u>coinsurance</u> , after <u>deductible</u> | 50% <u>coinsurance</u> , after <u>deductible</u> | None | |
| lf your child needs dental or eye care | Children's eye exam | \$40 <u>copayment</u> per visit, <u>deductible</u> does not apply | Not covered | None | |
| | Children's glasses | Not covered | Not covered | None | |
| | Children's dental check-up | Not covered | Not covered | None | |

| Excluded Services & Other Covered Services: | | | | |
|---|------------------------------------|--|--|--|
| Services Your <u>Plan</u> Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other <u>excluded services</u> .) | | | | |
| • Acupuncture | - 11 - 11 | • Non-emergency care when traveling outside the U.S. | | |
| • Cosmetic surgery | Hearing aids | • Private-duty nursing | | |
| • Dental care (Adult) | Long-term care | Weight loss programs | | |
| Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your <u>plan</u> document.) | | | | |
| D · · · · | | N | | |
| Bariatric surgery | Infertility treatment | • Routine eye care (Adult) | | |
| Chiropractic care | | Routine foot care | | |

Your Rights to Continue Coverage: There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: the <u>Plan</u> at 1-217-834-3309 or Department of Health and Human Services, Center for Consumer Information and Insurance Oversight at 1-877-267-2323 x61565 or <u>www.cciio.cms.gov</u>. Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance <u>Marketplace</u>. For more information about the <u>Marketplace</u>, visit <u>www.HealthCare.gov</u> or call 1-800-318-2596.

Your Grievance and Appeals Rights: There are agencies that can help if you have a complaint against your <u>plan</u> for a denial of a <u>claim</u>. This complaint is called a <u>grievance</u> or <u>appeal</u>. For more information about your rights, look at the explanation of benefits you will receive for that medical <u>claim</u>. Your <u>plan</u> documents also provide complete information to submit a <u>claim</u>, <u>appeal</u>, or a <u>grievance</u> for any reason to your <u>plan</u>. For more information about your rights, this notice, or assistance, contact: Health Alliance at 1-800-322-7451. Additionally, a consumer assistance program can help you file your <u>appeal</u>. Contact U.S. Department of Labor, Employee Benefits Security Administration at 1-866-487-2365 or visit <u>www.dol.gov/ebsa/healthreform</u> or visit <u>http://www.cms.gov/CCIIO/Resources/Consumer-Assistance-Grants/</u>.

Does this plan provide Minimum Essential Coverage? Yes

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

Does this plan meet the Minimum Value Standards? Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

Language Access Services:

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-322-7451. Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-322-7451.

Chinese (中文): 如果需要中文的帮助,请拨打这个号码 1-800-322-7451.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwiijigo holne' 1-800-322-7451.

—To see examples of how this plan might cover costs for a sample medical situation, see the next section.—



This is not a cost estimator. Treatments shown are just examples of how this <u>plan</u> might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your <u>providers</u> charge, and many other factors. Focus on the <u>cost sharing</u> amounts (<u>deductibles</u>, <u>copayments</u> and <u>coinsurance</u>) and <u>excluded services</u> under the <u>plan</u>. Use this information to compare the portion of costs you might pay under different health <u>plans</u>. Please note these coverage examples are based on self-only coverage.

| Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery) | | Managing Joe's type 2 Diabetes (a year of routine in-network care of a well- controlled condition) | | Mia's Simple Fracture (in-network emergency room visit and follow up care) | |
|---|---------------------------------|--|---------------------------------|--|---------------------------------|
| The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>copayment</u> Other <u>coinsurance</u> | \$750 \$50 \$2,000 20% | The <u>plan's</u> overall <u>deductible</u> <u>Specialist</u> <u>copayment</u> Hospital (facility) <u>copayment</u> Other <u>coinsurance</u> | \$750 \$50 \$2,000 20% | The <u>plan's</u> overall <u>deductible</u> <u>Specialist copayment</u> Hospital (facility) <u>copayment</u> Other <u>coinsurance</u> | \$750 \$50 \$2,000 20% |
| This EXAMPLE event includes services l Specialist office visits (<i>prenatal care)</i> Childbirth/Delivery Professional Services Childbirth/Delivery Facility Services Diagnostic tests (<i>ultrasounds and blood work</i> , Specialist visit <i>(anesthesia)</i> | | This EXAMPLE event includes services Primary care physician office visits (<i>includin</i> <i>education)</i> Diagnostic tests <i>(blood work)</i> Prescription drugs Durable medical equipment <i>(glucose meter)</i> | ng disease | This EXAMPLE event includes service Emergency room care <i>(including medical su</i> Diagnostic test <i>(x-ray)</i> Durable medical equipment <i>(crutches)</i> Rehabilitation services <i>(physical therapy)</i> | |
| Total Example Cost | \$12,800 | Total Example Cost | \$7,400 | Total Example Cost | \$1,900 |
| In this example, Peg would pay: | | In this example, Joe would pay: | | In this example, Mia would pay: | |
| Cost Sharing | | Cost Sharing | | Cost Sharing | |
| Deductibles | \$750 | Deductibles | \$750 | Deductibles | \$600 |
| Copayments | \$2,200 | Copayments | \$1,100 | Copayments | \$400 |

Coinsurance

Limits or exclusions

The total Joe would pay is

| Copayments | \$2,200 | | | |
|----------------------------|------------------|--|--|--|
| Coinsurance | \$1 <i>,</i> 800 | | | |
| What isn't covered | | | | |
| Limits or exclusions | \$60 | | | |
| The total Peg would pay is | \$4,810 | | | |

What isn't covered

\$90

\$60

\$2,000

Coinsurance

Limits or exclusions

The total Mia would pay is

What isn't covered

\$10

\$0

\$1,010

IMPORTANT

Section 1557 of PPACA, a federal law, requires that you be provided this notice.

The notice does not change the terms of your coverage and/or benefits under your employer-sponsored health plan.

Please review the information and keep it with your plan materials.

NO FURTHER ACTION IS REQUIRED ON YOUR PART.



DISCRIMINATION IS AGAINST THE LAW

Health Alliance complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Health Alliance does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. Health Alliance:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact customer service.

If you believe that Health Alliance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Health Alliance, Customer Service, 3310 Fields South Drive, Champaign, IL 61822 or 411 N. Chelan Ave., Wenatchee, WA 98801, telephone for members in Illinois, Indiana, Iowa and Ohio: 1-800-851-3379; telephone for members in Washington: 1-877-750-3515 TTY: 711, fax: 217-902-9705, <u>CustomerService@healthalliance.org</u>. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Customer Service is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <u>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</u>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, TTY: 1-800-537-7697.

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

- ATENCIÓN: Si habla Español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. IA, IL, IN, OH: Llame 1-800-851-3379, WA Llame: 1-877-750-3515 (TTY: 711).
- 注意:如果你講中文,語言協助服務,免費的,都可以給你。IA,IL,IN,OH:呼叫1-800-851-3379,WA:呼叫1-877-750-3515(TTY:711)。
- <u>UWAGA</u>: Jeśli mówić Polskie, usługi pomocy języka, bezpłatnie, są dostępne dla Ciebie. IA, IL, IN, OH: Zadzwoń 1-800-851-3379, WA: Zadzwoń 1-877-750-3515 (TTY: 711).
- Chú ý: Nếu bạn nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho bạn. IA, IL, IN, OH: Gọi 1-800-851-3379, WA: Gọi 1-877-750-3515 (TTY: 711).
- <u>주의</u>: 당신이한국어, 무료 언어 지원 서비스를 말하는 경우 사용할 수 있습니다. 1-800-851-3379 IA, IL, IN, OH: 전화 WA: 1-877-750-3515 전화 (TTY: 711).
- <u>ВНИМАНИЕ</u>: Если вы говорите русский, вставки услуги языковой помощи, бесплатно, доступны для вас. IA, IL, IN, OH: Вызов 1-800-851-3379, WA: Вызов 1-877-750-3515 (TTY: 711).
- Pansin: Kung magsalita ka Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. IA, IL, IN, OH: Tumawag 1-800-851-3379, WA: Tumawag 1-877-750-3515 (TTY: 711).
- انتباه: إذا كنت تتكلم العربية، فإن خدمات المساعدة اللغوية متوفرة لك مجاناً. إيلينوي، إنديانا، أو هايو: اتصل بالرقم 3379-851-600-1، ولاية واشنطن: اتصل بالرقم: 3515-750-877-1 (إذا كنت تعاني من الصمم أو صعوبة في السمع فاتصل على الرقم 711)
- Aufmerksamkeit: Wenn Sie Deutsch sprechen, Sprachassistenzdienste sind kostenlos, zur Verfügung. IA, IL, IN, OH: Anruf 1-800-851-3379, WA: Anruf 1-877-750-3515 (TTY: 711).
- <u>ATTENTION</u>: Si vous parlez français, les services d'assistance linguistique, gratuitement, sont à votre disposition. IA, IL, IN, OH: Appelez 1-800-851-3379, WA: Appelez 1-877-750-3515 (TTY: 711).
- <u>ધ્યાન</u>: તમે વાત તો ગુજરાતી, ભાષા સહાય સેવાઓ, મફત, તમારા માટે ઉપલબ્ધ છે. IA, IL, IN, OH: કૉલ 1-800-851-3379, WA: કૉલ 1-877-750-3515 (TTY: 711).
- <u>注意</u>: あなたは、日本語、無料で言語支援サービスを、話す場合は、あなたに利用可能です。 1-800-851-3379 IA, IL, IN, OH: コール 1-877-750-3515 WA: コール(TTY: 711)。
- LET OP: Als je spreekt pennsylvania nederlandse, taalkundige bijstand diensten, gratis voor u beschikbaar zijn. IA, IL, IN, OH: Bel 1-800-851-3379, WA: Bel 1-877-750-3515 (TTY: 711).
- <u>УВАГА</u>: Якщо ви говорите український, вставки послуги мовної допомоги, безкоштовно, доступні для вас. IA, IL, IN, OH: Виклик 1-800-851-3379, WA: Виклик 1-877-750-3515 (TTY: 711).
- ATTENZIONE: Se si parla italiano, servizi di assistenza linguistica, a titolo gratuito, sono a vostra disposizione. IA, IL, IN, OH: Chiamare 1-800-851-3379, WA: Chiamare 1-877-750-3515 (TTY: 711).